

Hollyman Care Homes Limited

Broadland House

Residential Care Home

Inspection report

Bridge Road
Potter Heigham
Great Yarmouth
Norfolk
NR29 5JB

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Date of inspection visit:
25 August 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

- Planning and management of visitors including comprehensive risk assessments, which was clear, easy to follow and covered all areas, both for end of life care and socially distanced visits in the garden
- The people who used the service were supported to keep in touch with their family members via a variety of methods including video conferencing, writing letters and the telephone. The service sent photographs of people to their family members to further aid communication
- Covid-19 action boxes were placed outside people's rooms who were positive or suspected of having the virus, which contained all that was required for supporting them whilst isolating in their rooms, including posters for their door detailing dates of isolation.
- Detailed contingency plans were in place in the event of a virus outbreak. These included maps of the building demonstrating how they would manage during an outbreak.
- One person who used the service had been tested positive for Covid-19. Due to the robust infection prevention and control systems in place, the service had contained the virus and prevented it from spreading further.
- The home was part of a pilot with the Enhanced Care Home Team which allowed them access to extra support for health care needs. This included a nine week programme where staff were tested for covid-19 twice per week, which helped mitigate risks associated with Covid-19
- When staff or people who used the service were tested positive, the service looked at ways this could have happened and put measures in place to lower risk of reoccurrence.
- Staff uniforms were changed so they were more practical and staff were given more sets so they could easily be worn once and washed. Scrubs were also provided at the height of the pandemic.
- The service had increased its cleaning regime to further mitigate the risks associated with Covid-19 and the registered manager completed regular audits to ensure compliance

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

1

Broadland House Residential Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 25 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.